



St Ives School

Email Retention Policy



Dissemination: Website, Staff Shared Drive

Date policy approved by Governors: March 2021

Date policy becomes effective: Immediately

Review date: March 2023

Person responsible for Implementation and Monitoring: Head of School

Links to other relevant policies: GDPR (Data Protection),

1. Aims

The aims of this policy are to:

- clarify the timescales for retention of electronic documents within staff emails (mailboxes);
- clarify the procedure and decision making for retaining emails

2. Use of emails in school

Email communication and information sharing has become a crucial tool for the organisation effectiveness of schools. Email systems allow information to be shared between stakeholders facilitating efficient, timely and secure communication.

It has become embedded practice for all stakeholders to communicate via email: teachers, support staff, parents/carers, governors, Truro and Penwith Academy Trust, Local Authority and other external partners e.g. social care, community organisations and businesses.

As a result, the number of emails which are sent and received by the school over the course of an academic year are vast. Teachers regularly receive in excess of 100 emails per day. Senior Leaders are likely to receive over 200 emails per day.

The school has a legal duty to ensure that important information within emails is retained securely for future reference. Staff working in all roles within the school must understand how to 'file' emails and must manage their email accounts carefully, in line with GDPR requirements.

3. Secure retention of emails

Where emails contain crucial information, they must be appropriately filed within staff or student records, or within the school's database (SIMs). Staff are expected to make reasonable decisions about what may constitute information within an email which needs to be formally filed for future reference. Whilst it is not possible to provide a complete list, the following examples will support staff

to be able to make a reasonable and informed decision about the content of an email and whether it needs to be filed as part of the school's formal record:

1. any email which includes information considered to be relevant to safeguarding. These emails should be attached to records within the electronic safeguarding system (My Concern or CPoms).
2. information regarding a child's education needs including special educational needs
3. information which may influence future decision making by teachers, curriculum leaders or members of the leadership team.
4. information that raises a concern about the school's actions or provision which cannot be resolved by a member of staff informally (at Stage 1 of the complaints procedure).

Staff are expected to ensure that information which should be retained within the school's formal records and database is transferred to this secure record in a timely manner, and within one month of it being sent or received.

4. Deletion of Emails

Emails which are not reasonably considered to require formal filing, and which do not fall within the legal requirements for retention by the school, should be deleted after one year. This includes routine communication with parents and other stakeholders about school provision and responses to enquiries which do not constitute formal complaints. Deletion of emails will ensure that data is not kept for longer than is necessary, in line with GDPR requirements.

Staff are expected to use their professional judgement to decide what should be retained and what can reasonably be deleted. Where needed, staff may seek further advice from their line manager or the Head of School about whether or not an email should be retained.

All staff are expected to manage their emails (mailboxes) in line with this policy and to delete emails which are not retained as part of the school's secure records or files after one year.

5. Subject Access Requests and email retention

Emails which are filed by the school as part of a student or member of staff's formal records will be available under a subject access request. Emails which are not part of formal records and which have been sent or received within a period of one year of a subject access request will also be available where requested.

6. Deletion of email accounts

Student email accounts provided by the school are suspended within 48 hours of the student coming off roll. Student email accounts are deleted after 1 month of the student coming off roll. This includes both in-year changes to the school roll and students leaving the school at the end of Year 11. Students are expected to ensure that any work they need is retained by them prior to leaving the school roll.

Staff email accounts are suspended immediately when the member of staff leaves the employment of the school. Staff email accounts are deleted after 1 month of the member of staff leaving the employment of the school. Staff are required to ensure that any emails which need to be retained as part of the school's formal records and transferred to these records in a timely manner, and prior to them leaving the employment of the school.

Student Comment on incident

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Debrief of Staff Involved

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Senior Staff Comment ~ Further Action Required ~ Lessons Learnt

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Does this child/young person have a Behaviour Plan/Individual Risk Assessment?	Y / N
Is one needed/or does it need amending?	Y / N

Agencies informed:		Comment
Police Involvement		
Social Care		
Safeguarding		
Parents		
TPAT		
Other		

APPENDIX 2: PHYSICAL HANDLING LOG (FRONT PAGE)

This log consists of a set of incident reports bound with numbered pages, alongside this summary record sheet. A report form in this book should be filled in after an incident in which physical handling or isolation has been used.

This book should be held securely by the DSL and staff will have access to it.

The purpose of this summary record sheet is to see at a glance, patterns in terms of students; staff, times, and places. This is to assist in proactive planning in order to take every precaution to avoid further incidents.

Student Name (initials)	Date/time/ and duration of incident	Location	Staff involved (initials)	Behaviour Plan/Risk Assessment in place Y / N	Parent informed by DSL	Child debriefed (DSL)	Staff Debriefed (HoS)